



Scheduler/Patient Registration

The Family Health Center is a Federally Qualified Health Center and leading provider of primary healthcare to the medically underserved in Kalamazoo County. Due to recent expansion and growth, we are currently seeking a Competent Professional Authority to assist in our Women Infants and Children (WIC) program. This individual will assess nutritional needs of the client, determine a nutrition education plan, provide nutrition risk education, assign appropriate food package and make referrals as warranted.

Summary

Serves as the Center's telephone operator. Interviews incoming patient or representative and enters information required for admission into the Center's practice management system and updates the Center's patient census data with current demographic and medical insurance information by performing the following duties.

Essential Duties and Responsibilities:

As the Center's telephone operator, will skillfully communicate with the callers. Quickly screens calls and routes them to the proper department or person. Understands how to use the functions and features of the individual telephones, as well as the functions and features of the facility switchboard.

Interviews patient or representative when by telephone to obtain current demographic information such as name, address, age, persons to notify in case of emergency, and individual or insurance company responsible for payment of bill. Accurately enters data into the Center's Practice Management System.

Performs filing and data research and performs other duties as required.

Explains Family Health Center's regulations regarding payment of accounts.

Assists with patient flow and schedules medical appointments.

Directs incoming patient and visitors to the appropriate location.

Refers patients to the Billing Department for sliding fee scale or insurance concerns.

Assigns patient to appropriate provider during intake.

Responsible for collecting payments and issuing receipts to patients. Tallies receipts and monies at the end of the shift. Understands and complies with the Center's policies governing cash receipts and balance sheet requirements.

Completes and submits to the Manager of Patient Registration daily tally sheets reflecting incoming calls and their routing and the front desk activities as described in the General Summary and the other job statements within this job description.

When applicable, the Patient Registration Clerk will provide center-wide translation assistance for the Center's non-English speaking patients.

Refers vendors and other community/business organizations calls or individuals to the appropriate individual within the organization.

Participates in the rotation process of the Patient Registration Clerk in order to provide proper, weekend and evening coverage of the front desk and telephone operator functions.



Assists in the rotation to staff the front desk until the last patient has left the building.

Oversees the patient waiting area, coordinates patient movement, and reports problems or irregularities to the Manager - Patient Registration or other appropriate managers and directors.

Education and/or Experience:

High school diploma or general education degree (GED); prefer two plus years of experience in a healthcare setting; or equivalent combination of education and experience. **Bilingual (English and Spanish) desired.**

The Family Health Center offers an excellent benefits package which includes medical/dental/vision/life insurance/403(b) retirement savings plan. Total compensation will depend on experience, education, and combination of skills brought to the position. Interested candidates should forward information to:

Family Health Center, Inc.
Human Resources
117 W. Paterson Street
Kalamazoo, MI 49007

Or via email:
human.resources@fhckzoo.com